2005-2007 IT PLAN Summary - Agency Budget Request

00125 OFFICE OF THE ATTORNEY GENERAL

2005B0100125

AGENCY IT OVERVIEW

The Office of Attorney General is responsible for the provision of a wide variety of services and information to all state agencies, state, local and federal law enforcement agencies and North Dakota citizens. The demand for information and services has increased along with the expectancy of a quick and efficient turnaround on the requests. If we are to provide the service North Dakotans need we need to be ready to meet the demand. Homeland security information-sharing needs and the information-sharing needs of law enforcement agencies have put an even greater demand on our agency for information. The coordination and cooperation of agencies is key to the success of these efforts to provide a quality product at a cost that is economical, efficient and effective.

Agency personnel have spent a great deal of time on enterprise level initiatives over the last biennium, and will continue this effort into the future. ConnectND (Peoplesoft Financials, including Payroll, Accounts Receivables, Fixed Assets, and other modules), Enterprise Architecture (EA), Liquid Office (Enterprise Form Design), and the Criminal Justice Integrated System (CJIS) are examples of these enterprise initiatives.

The Office of Attorney General established the Information Technology (IT) Division in October 1997. This action was taken to position the computer resources of the agency to be more effective and to efficiently support the other divisions in their ability to serve the public. The main products produced by this office are information and public safety. IT is working with the business units of the agency to provide information for efficiently and effectively. IT is building new applications that communicate with each other and interact not only within the agency but with local, federal and other state entities. because of the diversity of the divisions and the information that each division shares, it is difficult for the limited staff to become proficient in the knowledge needed to run these different systems and make necessary enhancements and changes. Cross training of support has improved, but is still critical for contingency planning. We are gradually converting our old systems that require a lot of support to a client server environment with WEB interfaces.

The Office of Attorney General has 29 applications written and supported in-house. We currently have three programmers in application development whose function is to support these applications and to work on new applications. A Project Manager directs their work efforts.

In the network support section, we have a network manager, a network and desktop support person, and a helpdesk person who also provides network and desktop support.

The Information Technology (IT) Division provides both network and application development support to the other divisions within the agency. In the current biennium, the agency added the Lottery Division and the Crime Lab Division without increasing IT staff.

The Office of Attorney General is viewed as the agency that can and should assist local law enforcement and states attorneys not only with information, but also with legal and investigatory services. To provide these services rapid, accurate and secure communications are important. Sufficient and well-trained computer personnel are also essential. The Office of Attorney General has 5 Bismarck locations and 12 remote locations across the state. These locations are supported by the IT staff. The remote locations house BCI agents and deputy fire marshals. All of the remote offices but one are connected to Bismarck through the State Backbone using T1 lines. The other location is using DSL communications.

The Consumer Protection and Antitrust (CPAT) Division must respond to all consumers in an efficient and courteous manner. The staff provides the maximum amount of assistance by providing information resolving complaints, or providing possible resources where assistance may be obtained. They enforce civil and criminal violations of consumer fraud, false advertising, pyramid, home solicitation, contest prize notices, transient merchant statutes, and antitrust statutes by education, mutual agreement, or consent , and when appropriate, by civil and criminal prosecutions. The division currently utilizes two software applications, a complaint tracking system and a mail tracking system. In the future Internet users could view a history of complaints of a company to help determine company reputation before making a purchasing decision . A consumer complaint form is currently available on the web for printing. In the future it could be a fillable form to print, or to submit.

The Gaming Division has three major areas: tax returns, auditing, and investigations .The computer system for Gaming provides information on Distributors and collects Tax Return information. The auditing and investigation modules will be developed as time permits. .. The gaming system requires a fair amount of annual maintenance due to changing gaming laws, rules and tax return forms. During certain periods such as when the legislature is in session, there is a high demand for ad-hoc reports . The new gaming system interacts with the Licensing system that was implemented in 1999. More organizations and distributors will be filing tax returns and reports electronically.

The Bureau of Criminal Investigation (BCI) has several applications that are very critical to their business. Only two are left to replace at this time. One is DOS based - Case Management - and the other is AS400 IBM mini-computer based - the States Attorney system (SAMS). We are currently evaluating a packaged case management system to replace the old DOS based system, and the States Attorney replacement is currently underway through the CJIS effort. BCI uses the Criminal History application for criminal and non-criminal record checks. Livescan units across the state send fingerprint and arrest information in realtime to be verified and identified using the Automatic Fingerprint Identification System. The Warrant State repository is maintained through State Radio and used by local law enforcement across the state. Communications with state radio and the Criminal History/Warrant system require 24-hour support from IT staff.

The sex offender system houses all the registered sex offenders in the state. The agency provides a Web site of high risk offenders, as well. The system interacts with the criminal history system, the criminal/non-criminal record check system, warrants, state radio communications , NCIC.

BCI has taken a lead role in many automation projects which have benefited numerous state and local agencies. While coordinating these efforts has allowed the projects to move forward and has promoted compatibility between systems, the need for training and ongoing support and maintenance and the cost to meet those needs have fallen upon the Agency. New and innovative projects have been undertaken with grant funding . This has helped the agency by implementing newer technology and expanding the agency 's options for providing information to the public. There is a recognition within the division that new technology and new applications require additional on -going support which must be provided for by sources other than the original grant . BCI cannot ignore the opportunities provided by grant programs. These grants allow the division to provide more information and better quality customer service to its customers . However, taking advantage of these programs often places additional burdens on state resources, including IT.

Currently record checks are being perfor

AGENCY IT PLAN CONTACT DATA

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328-5519

AGENCY TECHNOLOGY GOALS AND OBJECTIVES

Goals and Objectives

1 : The Office of Attorney General will continue to improve its ability to share automated information between its divisions, other state agencies, county and city agencies and the public in the most economical, efficient and effective manner. . .

a) The Crime Lab will have a brand new automated system by the end of the current biennium. Next biennium we will interface the BCI evidence tracking with the crime lab for more timely reporting of lab results and improved workflow. We will also be writing

more interfaces from the Crime Lab system to instruments at the Crime Lab for the gathering of information that is now done manually.

b) The Agency will continue to work closely with the Criminal Justice Integration effort in the state, to ensure that information contained in agency databases is available 24 hours a day to Criminal Justice organizations across the state. Before this effort, the only way to get this information was through a teletype link to state radio. Not every criminal justice entity had one because of the expense. With the Criminal Justice Integration effort (CJIS), criminal justice organizations will be able to get the information from their desktop.

c) We will continue to use the project management methodology implemented within our agency a few years ago. This methodology enables us to ensure the right people are put on a project and that we identify all internal and external customers that would be affected by the project. This helps ensure that we develop interfaces or provide information in the process to others in the agency or outside the agency.

d) We will follow a designated PC and other equipment replacement plan to ensure the continuity of service and to ensure that the hardware has the capability of running the current level of software. This assures that the equipment is capable of handling the sharing of data from other sources. There is risk involved here, as when the IT budget was cut twice last biennium, some of this fund was used for that cut. There is an IT adjustment request in the budget to restore the money needed to the IT budget to ensure that out equipment is up to date, so it can handle the applications that are needed to ensure the safety of the public as well as our BCI agents.

e) We will continue to evaluate and implement WEB based applications and information over the internet for the sharing of information with governmental institutions as well as the public.

2 : We will continue to improve our work flow to enable us to work better and smarter, and determine where automation will be cost-effective in that enabling.

a) **Using the project management methodology that has already been implemented in our agency, a part of every project will be evaluating workflow and where change would improve the process and be cost effective.**

3 : The Agency **will be able to engage in electronic collaboration**

a) **We will provide tools for communications such as encryption for email as needed, internal video conferencing with white board and messages capability. Implement an in-house bulletin service.**

4 : **Improve efficiencies in scanning and faxing.**

a) **Provide the ability to fax from desktop**
b) **Evaluate the possibility of individual scanners on desktop if cost effective**

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5 : **Continue to improve the use of electronic tools for research and evaluation for our Legal staff**

    a)   **Continue to evaluate new search capabilities for opinions and other legal matters for attorneys and to implement where applicable**

6 : **Continue to ensure that the agency looks at a shared infrastructure and uses enterprise solutions when applicable**

    a)   **Continue to participate and bring value to the Enterprise Architecture process**
    b) **Continue to evaluate the pros and cons, keeping in mind the security needs that are unique and required by this agency**
    c) **Continue to review and understand Federal and State regulations that affect decisions made in the technical area.**

7 : **Provide managers with tools to help them manage.**

    a)   **In the evaluation process, using the project methodology ensure that managers look at the requirements of any new or enhanced application to ensure the system will give them information to manage in that particular area.**
    b) **Continue to keep abreast of new technology and possibilities that would help managers.**
    c) **Provide automated graphs and other presentation information (for instance mapping) directly from applications without manual effort.**
    d) **In applications, build mechanisms for managers to download information into other applications to create their own graphs and charts.**

See information provided separately.

Number of Desktop Computers	141	Windows 98	0
Number of Desktop Computers planned to be replaced	57	Wndows NT	0
Aveage cost of Desktop Computer Replacements	780	Windows 2000	52
Number of Laptop Computers	44	Windows XP	48
Number of Laptop Computers Planned to be replaced	28	Other	0
Aveage cost of Laptop Computer Replacements	1860		

Number of PC's by Region

1	2	3	4	5	6	7	8
2	6	2	5	6	3	158	3

Agency Technology Activities

The Information Technology Division consists of 2 Sections, Application Development and Network Administration and Support. The Application Development area has a manager and 3 Programmer Analysts. The Network Administration area has a manager, 1 network support person, and a help desk person who also does network support. With the IT Director there are 8 IT personnel providing service to 180+ employees in 14 field offices and 5 locations in Bismarck.

Our BCI offices move often and that takes a lot of planning and coordination between us and ITD and their contracted service vendors. Security is a top concern and locations of BCI offices is not to be published and great care on who is allowed into those buildings is managed.

The network manager, with the assistance of the network support people, manage and administer 17 servers. These range in function from very technical for lab equipment at the Crime Lab, and fingerprint storage, to storing attorney documents in legal format with Word. Through remote access they are also able to reach all across the state to PC's in 14 field offices to manage and troubleshoot.

This group of people manage the routines for real time transferring of information to the FBI, to the Minnesota fingerprint database, communications through state radio to all local law enforcement, the transmission of fingerprint arrest card information from live scan units across the state and at the State Penitentiary.

Changes in network processes and security are being done in order for this office to share information in the Criminal Justice Integration Effort (CJIS) in the state. Security is of the utmost importance in this agency because we are the investigative arm in the state. Many times we investigate other law enforcement agencies from the criminal justice side, but we also do representation in state agency cases from the legal side. It is therefore critical that our information is very well protected.

The network people also manage all software licenses in the agency, manage user group/user accounts setups and terminations, plan and execute network and software upgrades, design and implement changes to the AG Web site, order and install new hardware such as PCs, printers, scanners, etc., troubleshoot problems that have been called into the help desk.

Most of our applications are in-house developed. Our development staff spent about 80% of their workable time on new development and about 20% on maintenance and support of existing applications. We have a Project Management methodology that we borrowed from the State of Michigan several years ago and the Applications Development staff are required to use it in writing their applications. We recently started developing in .NET using SQL database. We are also using XML and Web Services. This has positioned us very well to be able to share information with the CJIS hub. Much of our current programming effort is going toward sharing information with CJIS, and the rest is going to a brand new system for the Crime Lab to be completed by the end of the year. The crime lab became a part of our office at the beginning of the current biennium. The new system will enable them to better manage information that has in the past been kept in documents and spreadsheets.

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		Current Appropriation	Budget Request	Optional Adjustments	Request Plus Optionals	Subsequent Biennium
10	**SALARIES AND WAGES**					
SALARIES, WAGES & BENEFITS		$1,016,573	$1,026,280	$92,410	$1,118,690	$1,147,000
	Total	$1,016,573	$1,026,280	$92,410	$1,118,690	$1,147,000
30	**OPERATING EXPENSES**					
IT3002	**IT-DATA PROCESSING**	$462,683	$542,661	$32,024	$574,685	$601,000
IT3003	**IT TELEPHONE**	$299,196	$306,406	$3,600	$310,006	$306,825
IT3005	**IT SOFTWARE/SUPPLIES**	$310,547	$211,328	$500	$211,828	$215,000
IT3008	**IT CONTRACTUAL SVCS & REPAIRS**	$536,913	$215,971	$0	$215,971	$220,000
IT3038	**IT EQUIPMENT UNDER $5000**	$157,771	$86,265	$71,840	$158,105	$150,000
	Total	$1,767,110	$1,362,631	$107,964	$1,470,595	$1,492,825
50	**CAPITAL ASSETS**					
TI5016	**IT EQUIPMENT $5000 & OVER**	$24,000	$0	$6,000	$6,000	$12,000
	Total	$24,000	$0	$6,000	$6,000	$12,000
72	**RACING COMMISSION**					
IT3002	**IT-DATA PROCESSING**	$3,658	$3,658	$0	$3,658	$3,658
	Total	$3,658	$3,658	$0	$3,658	$3,658

Funding Source					
ATTORNEY GENERAL FUND 125F		$372,310	$0	$372,310	$369,494
IT FEDERAL FUNDS		$84,512	$0	$84,512	$85,000
NORTH DAKOTA CRIMINAL HISTORY IMPRO		$236,869	$23,164	$260,033	$275,000
STATE GENERAL FUND		$1,698,878	$183,210	$1,882,088	$1,925,989
		$2,392,569	$206,374	$2,598,943	$2,655,483